

CITY OF SMYRNA

CUSTOMER SERVICE SUPERVISOR

DEFINITION

This position is under the administrative direction of the Director of Utilities and Public Works. The employee is responsible for utility meter reading, utility meter calibration and repair, utility billing, utility customer service and the supervision of subordinates performing these tasks. The employee also supervises cemetery maintenance, gas code administration, gas leak detection/investigation program, street signage and performs other related duties and special projects as assigned. Instructions to the employee are general and the employee must routinely use independent judgement when performing tasks.

EQUIPMENT / JOB LOCATION

The employee will operate a computer, fax machine, copier and other modern office equipment.

The employee will operate an automobile with radio transmitting and receiving capabilities for constant communication access.

The employee typically works indoors in an office environment and may be exposed to tobacco smoke, however sometimes work is performed outdoors regardless of the weather.

The employee may be required to lift heavy objects weighing more than 25 pounds.

The employee's work may expose him/her to high places, dangerous machinery and its moving parts, sharp tools, fumes, chemicals and/or toxic substances.

ESSENTIAL FUNCTIONS OF THE JOB

Performs and supervises the utility meter reading, utility meter calibration and repair, utility billing, utility customer service operation of the city utility departments.

Performs and supervises the cemetery maintenance, gas code administration, gas leak detection/investigation program, street signage activities for the city.

Performs after hours emergency calls regarding utility service outages or problems and coordinates the use of on-call personnel.

Performs computer troubleshooting activities for billing of utility services and other computer applications.

Performs statistical analysis of utility demands and uses to assure efficient use and supply of utility resources during peak demands.

Prepares specifications for certain purchases for the utilities division.

ADDITIONAL EXAMPLES OF WORK PERFORMED

Performs other related duties and special projects as assigned.

REQUIRED KNOWLEDGE AND ABILITIES

Knowledge of modern management and office administration practices and techniques.

Knowledge of the principles and practices of construction and maintenance supervision.

Knowledge of accepted construction principles and practices.

Knowledge of materials and equipment used in utility metering and billing, especially computer technology.

Knowledge of the principles and practices of customer and employee relations.

Knowledge of the occupational hazards of work to be accomplished and supervised and the necessary safety precautions needed.

Knowledge of laws and regulations regarding employee health, safety and employment practices.

Knowledge of state and federal laws governing labor practices, building codes, gas installation, transportation and distribution codes, cemetery operations, street and highway signage regulation.

Ability to plan, organize, assign, supervise and inspect the work of subordinates.

Ability to maintain inventory control and administer appropriate purchasing policies and procedures.

Ability to conduct statistical data collection and analysis for evaluations of system operations and facilities.

Ability to implement innovative methods to provide more efficient and effective operations.

Ability to keep routine operational and personnel records and make reports.

Ability to express ideas and information clearly, concisely and effectively in writing and orally.

Ability to assist in the development of sound plans for the future development of public utilities systems and other public facilities in relation to community needs.

Ability to establish and maintain an effective relationship with the public and other employees.

QUALIFICATIONS

Graduation from a four year college or university of recognized standing with a public or business administration degree with major course work in computer programming and technology.

At least 3 years extensive responsible administrative and supervisory experience in customer relations and office administration

Strong interpersonal skills are required.